

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S13	0	remot\$5 and pstn and data adj network and data with call adj center and data with call with call adj center and call and data and forward\$5 and modem and internet near service near provider.clm.	US-PGPUB	OR	ON	2007/12/20 17:25
S14	0	(remote or remotely) near (agent or operator) and call adj center and CTI and (switch or ACD) and switch\$5 and (agent or operator) and (data or information or ID or profile or preference or identif\$6) near (caller or calling or call or subscriber or user or party or client or customer) and PSTN and (TAPI or API).clm.	US-PGPUB	OR	ON	2007/12/20 17:25
S15	7	(remote or remotely) near (agent or operator) and call adj center and CTI and (switch or ACD) and switch\$5 and (agent or operator) and (data or information or ID or profile or preference or identif\$6) near (caller or calling or call or subscriber or user or party or client or customer) and PSTN. clm.	US-PGPUB	OR	ON	2007/12/20 17:36
S16	0	establish\$5 near4 remot\$5 near3 (agent or operator or representative) with (call near center) and dial-up near2 data near2 link with computer near2 platform and CTI near2 processor near4 connect\$5 near4 telephony near2 switch near5 (call near center) and data near2 link near (log-in or (log near in)) and switch\$5 near3 call near3 (agent or operator or representative) and detect\$5 near4 call near4 TAPI near2 device and (forward\$5 or switch\$5 or send\$5 or sent) near4 call near5 data near4 remot\$5 near3 (agent or operator or representative).clm.	US-PGPUB	OR	ON	2007/12/20 17:35

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S17	0	379/265.01 and establish\$5 near4 remot\$5 near3 (agent or operator or representative) with (call near center) and dial-up near2 data near2 link with computer near2 platform and CTI near2 processor near4 connect\$5 near4 telephony near2 switch near5 (call near center) and data near2 link near (log-in or (log near in)) and switch\$5 near3 call near3 (agent or operator or representative) and detect\$5 near4 call near4 TAPI near2 device and (forward\$5 or switch\$5 or send\$5 or sent) near4 call near5 data near4 remot\$5 near3 (agent or operator or representative).clm.	US-PGPUB	OR	ON	2007/12/20 17:35
S18	1	379/265.01 and (remote or remotely) near (agent or operator) and call adj center and CTI and (switch or ACD) and switch\$5 and (agent or operator) and (data or information or ID or profile or preference or identif\$6) near (caller or calling or call or subscriber or user or party or client or customer) and PSTN.clm.	US-PGPUB	OR	ON	2007/12/20 17:36
S19	0	remot\$5 and pstn and data adj network and data with call adj center and data with call with call adj center and call and data and forward\$5 and modem and internet near service near provider.clm.	US-PGPUB	OR	ON	2007/12/20 17:38

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	21	(remote or remotely) near (agent or operator) and call adj center and CTI	USPAT	OR	ON	2003/04/17 11:47
S2	18	(remote or remotely) near (agent or operator) and call adj center and CTI and (switch or ACD) and switch\$5 and (agent or operator) and (data or information or ID or profile or preference or identif\$6) near (caller or calling or call or subscriber or user or party or client or customer)	USPAT	OR	ON	2003/04/17 11:50
S3	11	(remote or remotely) near (agent or operator) and call adj center and CTI and (switch or ACD) and switch\$5 and (agent or operator) and (data or information or ID or profile or preference or identif\$6) near (caller or calling or call or subscriber or user or party or client or customer) and PSTN	USPAT	OR	ON	2007/12/20 17:32
S4	2	(remote or remotely) near (agent or operator) and call adj center and CTI and (switch or ACD) and switch\$5 and (agent or operator) and (data or information or ID or profile or preference or identif\$6) near (caller or calling or call or subscriber or user or party or client or customer) and PSTN and ISP	USPAT	OR	ON	2003/04/17 11:53
S5	1	(remote or remotely) near (agent or operator) and call adj center and CTI and (switch or ACD) and switch\$5 and (agent or operator) and (data or information or ID or profile or preference or identif\$6) near (caller or calling or call or subscriber or user or party or client or customer) and PSTN and ISP and (TAPI or API)	USPAT	OR	ON	2003/04/17 11:53
S6	4	(remote or remotely) near (agent or operator) and call adj center and CTI and (switch or ACD) and switch\$5 and (agent or operator) and (data or information or ID or profile or preference or identif\$6) near (caller or calling or call or subscriber or user or party or client or customer) and PSTN and (TAPI or API)	USPAT	OR	ON	2007/12/20 17:22

## EAST Search History

S7	2	(remote or remotely) near (agent or operator) and call adj center and CTI and (switch or ACD) and switch\$5 and (agent or operator) and (data or information or ID or profile or preference or identif\$6) near (caller or calling or call or subscriber or user or party or client or customer) and PSTN and (TAPI or API) and data and forward\$5	USPAT	OR	ON	2003/04/17 12:14
S8	1	(remote or remotely) near (agent or operator) and call adj center and CTI and (switch or ACD) and switch\$5 and (agent or operator) and (data or information or ID or profile or preference or identif\$6) near (caller or calling or call or subscriber or user or party or client or customer) with database and PSTN and (TAPI or API) and data with forward\$5 and data and call and internet and screen and display\$5 and video and message near (agent or operator) and database and (remote or remotely)	USPAT	OR	ON	2004/12/15 11:11
S9	32	remot\$5 and pstn and data adj network and data with call adj center and data with call with call adj center and call and data and forward\$5 and modem and internet near service near provider	USPAT	OR	ON	2007/12/20 17:38
S10	85	remot\$5 and pstn and data adj network and data with call adj center and data with call with call adj center and call and data and forward\$5 and modem and internet near service near provider	US-PGPUB; USPAT	OR	ON	2007/12/20 17:38
S11	42	(remote or remotely) near (agent or operator) and call adj center and CTI and (switch or ACD) and switch\$5 and (agent or operator) and (data or information or ID or profile or preference or identif\$6) near (caller or calling or call or subscriber or user or party or client or customer) and PSTN and (TAPI or API)	US-PGPUB; USPAT	OR	ON	2007/12/20 17:25
S12	273	dan near2 kikinis.in.	US-PGPUB; USPAT	OR	ON	2007/12/20 17:25